

## Send Grouped Files Instructions

### Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape)
2. In the address window type: **eme.ssa.gov**

Or

Click on this link: <http://eme.ssa.gov>

3. Once you have this page up, click on Favorites
  - o Select “Add to Favorites”
  - o In the name field, type **Electronic Records Express**
  - o Click OK
4. Enter your Username
5. Enter the password given to you by phone

### Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

### Update User Information:

Your user profile information that we currently have in our records can be modified via the “Modify your account information” link on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the “Modify your account information” link.
2. Enter your new profile information within the appropriate fields.
3. Select the “Modify” button to forward the change.
4. Select the ‘Submit’ button to submit the change.
5. A Confirmation Email will be sent to your new profile information once the change is processed.

**NOTE:** Only the lead contact can change the profile information for an organizational shared user account.

### Send Medical Evidence:

- Look on the right under the **Evidence Submission Services** heading and select “Send Grouped Files”. This option will take you to the **Electronic Records Express – Send Grouped Files** page.
- Group the records based on whether there is a 2-D/enhanced barcode on the request letter that looks exactly like the barcode below (the barcode may not display the DR field):



RQID: 123456789012345      SITE: S27      DR: F  
SSN: 123456789      DOCTYPE: 001      RF: D      CS: 9be8

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- Records with 2-D barcodes should be submitted together and records without the 2-D barcode should be submitted together. In the group of records with the barcode, the 2-D barcode will need to be included on the first page of the documents.
- Please note that the Send Grouped Files page only accepts ZIP files.** Uploads must conform to all rules described below or the entire package will be rejected:
  - The ZIP file must not contain directories.
  - The ZIP file must be valid and should not be empty.
  - The ZIP file must contain only **TIFF, TIF, PDF, JPG and BMP** files.
  - The ZIP file must **not** contain empty (zero-byte) files.
  - Each ZIP file must contain one or more **TIFF, TIF, PDF, JPG and BMP** files with either all enhanced barcodes or no enhanced barcodes.
  - Each TIFF file within a ZIP file should follow these specifications:
    - a. One TIF file per patient with the request letter on the first page
    - b. TIFF version 4, 5, or 6
    - c. Intel format (little-endian byte order)
    - d. CCITT Group 4 Compression
    - e. Black & White color (Bitonal)
    - f. 200x200 dots per inch (DPI) resolution

**Step 1:** Enter the 3 character Site from the barcode or select the Destination from the dropdown.

**Step 2:** Select the first bullet if the first page of your documents has an enhanced 2-D barcode that looks exactly like the barcode below:



RQID: 123456789012345      SITE: S27      DR: F  
SSN: 123456789      DOCTYPE: 001      RF: D      CS: 9be8

**OR**

Select the second bullet if the first page of your documents does not contain an enhanced 2-D barcode(s) OR does not contain any barcodes at all.

- Select the “Continue” button to proceed to Step 3.

**Step 3: Review the Summary Information.**

- Verify the accuracy of the information selected in Step 2. If any of the information is incorrect, make the corrections by selecting the “Edit” button.

**Step 4: Select the “Browse” button** to select the file to send. (Do **not** send files that are password protected and do **not** edit the filename in Browse field.)

- Select the “Add Another Zip” button to send additional files.
- Select the “Submit” button to forward the information to the DDS office.

**Step 5:** A confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference.

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### Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

### **Note:**

1. To use these keys select the “Alt” button on your keyboard and the access key simultaneously.
2. **Internet Explorer 6 Browser Users Only:** In order to trigger the “Browse” button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.